

## STATE PROCUREMENT OFFICE

**SPO Price List No. 03-19**

Includes Change Nos. 1 through 6

Revised July 13, 2005

### PROVIDING EQUAL ACCESS FOR LONG DISTANCE TELEPHONE SERVICES FOR THE STATE OF HAWAII (IFB -02-096-SW)

**January 1, 2003 through December 31, 2006**

**STATE'S COMMITMENT.** Agencies of the following purchasing jurisdictions are required to purchase from this price list:

- Executive Branch
- Department of Education
- House of Representatives
- Senate
- Judiciary
- Maui County
- Kauai County
- Hawaii County
- Hawaii Council
- Hawaii Department of Water Supply

During the 24-month period of the contract and any extensions, agencies that may require long distance service provided in the contract, may be added to this contract by the State. The contractor will provide the long distance service upon receiving upon written authorization/contract modification for these services by the Procurement Officer. Charges to the agency shall be computed based the rates listed on the appropriate page(s).

**EXCEPTION TO THE PRICE LIST.** When the use of the price list is not suited to an agency's purpose, the appropriate purchasing jurisdiction may grant an exception to purchase outside of the price list. For this purpose, Executive Branch agencies shall use SPO Form-5, "SPO Price List Exemption", available on the SPO Website, [www.spo.hawaii.gov](http://www.spo.hawaii.gov); click on "Forms for State Agencies" in the Procurement of Goods, Services, and Construction - Chapter 103D, HRS, menu.

**POINT OF CONTACT.** Questions regarding the Long Distance services listed, pricing, and status should be directed to the vendor.

Procurement questions or complaints may be directed as follows:

Jurisdiction	Name	Telephone	FAX	E-mail
Executive	Alvin Washiashi	586-0571	586-0570	<a href="mailto:alvin.washiashi@hawaii.gov">alvin.washiashi@hawaii.gov</a>
DOE	Procurement Staff	675-0130	675-0133	<a href="mailto:connie-chun@notes.k12.hi.us">connie-chun@notes.k12.hi.us</a>
House	Patricia Mau Shimizu	586-6400	586-6401	<a href="mailto:adele@capitol.hawaii.gov">adele@capitol.hawaii.gov</a>
Senate	Paul T. Kawaguchi	586-6720	586-6719	<a href="mailto:senclk@capitol.hawaii.gov">senclk@capitol.hawaii.gov</a>
	Carol Taniguchi	586-6720	586-6719	<a href="mailto:taniguchi@capitol.hawaii.gov">taniguchi@capitol.hawaii.gov</a>
	Deborah Aki	586-6765	586-7229	<a href="mailto:wikander@capitol.hawaii.gov">wikander@capitol.hawaii.gov</a>
Maui County	Greg King	270-7488	270-7138	<a href="mailto:greg.king@co.maui.hi.us">greg.king@co.maui.hi.us</a>
	Bruce Milliken	270-7489	270-7138	<a href="mailto:bruce.milliken@co.maui.hi.us">bruce.milliken@co.maui.hi.us</a>
	Faye Okazaki	270-7492	270-7138	<a href="mailto:faye.okazaki@co.maui.hi.us">faye.okazaki@co.maui.hi.us</a>
Kauai County	Florence Kakuda	241-6294	241-6297	<a href="mailto:fkakuda@kauaigov.com">fkakuda@kauaigov.com</a>
	Elmer Muraoka	241-6295	241-6297	<a href="mailto:emuraoka@kauaigov.com">emuraoka@kauaigov.com</a>
	Wallace G. Rezentes	241-6564	241-6529	<a href="mailto:wrezentes@kauaigov.com">wrezentes@kauaigov.com</a>

Jurisdiction	Name	Telephone	FAX	E-mail
Hawaii County	Bill Gray	961-8231	961-8248	<a href="mailto:Bill_gray@co.honolulu.hi.us">Bill_gray@co.honolulu.hi.us</a>
Hawaii Council	Bill Gray	961-8231	961-8248	<a href="mailto:Bill_gray@co.honolulu.hi.us">Bill_gray@co.honolulu.hi.us</a>
Hawaii Depart of Water Supply	Craig Shimabukuro	961-8020	961-8031	<a href="mailto:cshimabukuro@hawaiidws.org">cshimabukuro@hawaiidws.org</a>

**USE OF PRICE LIST BY NONPROFIT ORGANIZATIONS.** Pursuant to Section 103D-804, Hawaii Revised Statutes (HRS), nonprofit organizations with current purchase of service contract(s) (Chapter 42D or 103F, HRS) have been invited to participate in the State Procurement Office's (SPO) price lists.

If a nonprofit organization (hereinafter called "nonprofit") wishes to purchase from a SPO price list, the nonprofit must obtain approval from each price list vendor, i.e., participation must be mutually agreed upon. A price list vendor may choose to deny participation by a nonprofit. Provided, however, if a nonprofit and price list vendor mutually agree to this arrangement, it is understood that the nonprofit will retain its right to purchase from other than a price list vendor.

**VENDOR:**

Sprint Communications Company, L.P.  
925 Dillingham Boulevard  
Honolulu, Hawaii 96817

Phone: (800) 847-2121  
Facsimile: (808) 845-4999

Remit Purchase Order to the above address

**Customer Support Service:**

Sprint Communications Company, L.P.  
Contact: Customer Service Representative on duty  
Phone: (808) 626-3838  
Facsimile: (808) 842-0824

Services include the following:

1. Account Maintenance Activities:
  - Switched service add-ons
  - Switched service disconnects
  - Conversions and consolidations
  - Maintenance changes (i.e. name and address)
  - Adding, canceling or changing features
  - Toll-free maintenance administration
  - Tax exempt coding
  - Hierarchy maintenance
  - FONCARD maintenance
  - Class of service maintenance
2. Billing and Invoicing Support
  - Invoice inquiries
  - Dispute
  - Verification of carrier selection with local exchange carriers

**On-Going Account Support:**

Contact:	Lori Hamasaki	Account Manager	Phone no. (808) 847-9782
	Claire Doi	Account Consultant	Phone no. (808) 847-9768
	Jimmy Gonsalves	Accounts Consultant	Phone No. (808) 847-9665

Facsimile no. (808) 845-4999

Available from 7:45 AM through 4:30 PM, Monday through Friday except State holidays.

Account representatives listed above are available to provide on-going account support, which include but are not limited to the following:

1. Customer premises visits
2. Account database reviews with the State of Hawaii
3. Answering user questions
4. Corrective billing errors
5. Resolving operational problems
6. Providing technical information and training
7. Dedicated service installs, moves and reconfiguration
8. Term plan updates and discounts
9. Coordination and Receivables Management

**Trouble Call Services Involving Technical Problems**

Long distance services shall be monitored and managed 24 hours a day 365/366 days for each year of the contract. Sprint shall respond to trouble calls involving technical service problems within one (1) hour of the time the problem is detected by the contractor's monitoring and management facility or after being notified by the State's Assistance Center by telephone.

The Trouble Center phone number and contact persons are as follows:

Contact	Oahu only:	(808) 845-5959, option 1, option 2
	Toll Free:	(800) 626-3838, option 1, option 1

If agencies experience a technical service problem, report it to the Sprint Technical Support Group. Agencies are requested to provide or have ready the following information if available:

- Your Account name/Organization Name
- Your name, position and callback number
- After hour contact person and access code
- Description of the problem such as what you are receiving when attempting to process calls (busy, dead air, ring no answer); frequency of problem; number called from and number called to; when problem occurred (date/time); any recorded voice announcements (44-xxx)
- Has it worked in the past?
- Any recent changes? (Repairs or upgrades, new equipment, new lines, new software programs etc.)
- Can you process other calls? Local? Toll Free?
- Does the modem have a dedicated line?
- Can the customer complete a call to the translated 800 number?

If the Technical specialist assisting the agency cannot resolve the problem during the initial call, the specialist will issue a trouble ticket number. Agencies are requested to refer to this number when communicating any questions or updates thereafter.

**VENDOR CODES** for annotation on purchase orders are obtainable from the “Alphabetical Vendor Edit Table Report” available at your department’s fiscal office. **Agencies are cautioned that the remittance address on an invoice may be different from the address of the vendor code annotated on the purchase order.** Therefore, when processing an invoice for payment, be sure that the correct vendor code is used.

**UNIT RATES** shall include all services, labor, materials, supplies, equipment, travel, overhead, profit and all applicable taxes. Charges from these schedules shall be based on applying the applicable rates listed to the selected service as detailed below.

**Schedule A:** Interstate, Interisland and International Long Distance Direct Dialing Rate

**Schedule B:** Miscellaneous Services

**Schedule C:** Other Charges

**Schedule D:** International ISDN Rates for Video Conferencing

**PURCHASE ORDERS** shall be issued on an as needed basis during the price list period. It is the responsibility of each agency to insure timely issuance of purchase orders. Vendor is not obliged to accept any order received after the price list expiration date; however, shall fill timely orders for which delivery may extend beyond the expiration date. Do not issue purchase orders specifying delivery after the price list expiration date.

“**SPO PL No. 03-19**” must be typed on purchase orders issued against this price list.

**PRICE LIST AVAILABLE ON THE INTERNET.** The price list is available at the SPO website: [www.spo.hawaii.gov](http://www.spo.hawaii.gov). “Click” on Price List and Vendor List in either the Procurement of Goods, Services and Construction - Chapter 103D, HRS or the Awards menu.

/s/ Robert J. Governs \_\_\_\_\_  
ROBERT J. GOVERNS, CPPB  
Procurement Officer

## **SCHEDULE A**

### **INTERISLAND, INTERSTATE AND INTERNATIONAL LONG DISTANCE DIRECT DIALING RATES**

<u>DESCRIPTION</u>	<u>RATE PER MINUTE</u>
Interisland Calls	\$.03
Interstate Calls	\$.03
International Calls	see attached International Rates by country

# INTERNATIONAL RATES

ITEM NO.	INTERNATIONAL COUNTRY OR AREA	1
		RATE PER MINUTE
1	Afganistan	\$.55
2	Albania, Republic of	\$.38
3	Algeria	\$.26
4	American Samoa	\$.14
5	Andorra	\$.14
6	Angola	\$.51
7	Anguilla	\$.26
10	Antigua (Including Barbuda)	\$.23
11	Argentina	\$.25
12	Armenia	\$.31
13	Aruba	\$.14
14	Ascension Island	\$.55
15	Australia	\$.06
16	Austria	\$.10
17	Azerbaijan	\$.31
18	Bahamas	\$.15
19	Bahrain	\$.31
20	Bangladesh, People's Republic of	\$.39
21	Barbados	\$.25
22	Belarus	\$.32
23	Belgium	\$.10
24	Belize	\$.34
25	Benin, Republic of	\$.25
26	Bermuda	\$.13
27	Bhutan	\$.81
28	Bolivia	\$.27
29	Bosnia-Herzegovina, Republics of	\$.22
30	Botswana	\$.30
31	Brazil	\$.16
32	British Virgin Islands	\$.23
33	Brunei	\$.26
34	Bulgaria	\$.23
35	Burkina Faso	\$.35
36	Burundi	\$.57
37	Cambodia	\$.73
39	Cameroon, Republic of	\$.44

### INTERNATIONAL RATES

ITEM NO.	INTERNATIONAL COUNTRY OR AREA	RATE PER MINUTE
40	Canada	\$.03
41	Cape Verde Islands	\$.32
42	Cayman Islands	\$.26
43	Central African Republic	\$.50
44	Chad, Republic of	\$.79
45	Chile	\$.19
46	China, People's Republic of	\$.19
49	Colombia	\$.26
50	Comoros, Federal and Islamic Republic of	\$.50
51	Congo, Democratic Republic of (Formerly Zaire)	\$.48
52	Congo, Republic of	\$.39
53	Cook Islands	\$.62
54	Costa Rica	\$.23
55	Croatia, Republic of	\$.21
56	Cuba	\$.67
57	Cyprus	\$.22
58	Czech Republic	\$.18
59	Denmark	\$.10
60	Diego Garcia	\$.63
61	Djibouti, Republic of	\$.39
62	Dominica	\$.24
63	Dominican Republic	\$.17
65	Ecuador	\$.24
66	Egypt, Arab Republic of	\$.33
67	El Salvador	\$.27
68	Equatorial Guinea, Republic of	\$.98
69	Eritrea	\$.53
70	Estonia	\$.29
71	Ethiopia	\$.44
72	Faeroe Islands	\$.18
73	Falkland Islands	\$.67

### INTERNATIONAL RATES

ITEM NO.	INTERNATIONAL COUNTRY OR AREA	RATE PER MINUTE
74	Fiji Islands	\$.46
75	Finland	\$.10
76	France	\$.08
77	French Antilles (Martinique, St. Barthelemy, and St. Martin)	\$.20
78	French Guiana	\$.26
79	French Polynesia (Including the Islands of Moorea and Tahiti)	\$.31
80	Gabon Republic	\$.32
81	Gambia	\$.35
82	Georgia	\$.33
83	Germany, Federal Republic of (Including former German Democratic Republic)	\$.05
84	Ghana	\$.24
85	Gibraltar	\$.24
86	Greece	\$.15
87	Greenland	\$.24
88	Grenada (Including Carriacou)	\$.28
89	Guadeloupe	\$.19
90	Guantanamo (U.S. Naval Base)	\$.78
91	Guatemala	\$.26
92	Guinea, Republic of	\$.35
93	Guinea-Bissau	\$.61
94	Guyana	\$.66
95	Haiti	\$.23
96	Honduras	\$.27
97	Hong Kong	\$.09
98	Hungary	\$.17
99	Iceland	\$.15
100	India	\$.37
101	Indonesia	\$.30
102	Iran	\$.45
103	Iraq	\$.50
104	Ireland	\$.10
105	Israel	\$.21
106	Italy	\$.06



### INTERNATIONAL RATES

ITEM NO.	INTERNATIONAL COUNTRY OR AREA	RATE PER MINUTE
107	Ivory Coast, Republic of	\$.53
108	Jamaica	\$.28
109	Japan (Including Okinawa)	\$.05
110	Jordan	\$.31
111	Kazakhstan	\$.29
112	Kenya, Republic of	\$.35
113	Kiribati	\$.59
114	Korea, Democratic People's Republic of	\$1.27
115	Korea, Republic of	\$.18
116	Kuwait	\$.41
117	Kyrgyzstan	\$.29
118	Laos	\$.67
119	Latvia	\$.34
120	Lebanon	\$.36
121	Lesotho	\$.45
122	Liberia	\$.28
123	Libyan Arab People's Socialist Jamahiriya	\$.40
124	Liechtenstein	\$.09
125	Lithuania	\$.33
126	Luxembourg	\$.10
127	Macao	\$.25
128	Macedonia, Former Yugoslav Republic of	\$.21
129	Madagascar, Republic of	\$.97
130	Malawi	\$.34
131	Malaysia	\$.23
132	Maldives, Republic of	\$.45
133	Mali, Republic of	\$.40
134	Malta	\$.24
135	Marshall Islands	\$.23
136	Mauritania, Islamic Republic of	\$.41
137	Mauritius	\$.37
138	Mayotte Island	\$.50
139	Mexico	See below
140	Micronesia, Federated States of	\$.41

### INTERNATIONAL RATES

ITEM NO.	INTERNATIONAL COUNTRY OR AREA	RATE PER MINUTE
141	Moldova	\$.33
142	Monaco	\$.10
143	Mongolia	\$.62
144	Montserrat	\$.28
145	Morocco, Kingdom of	\$.26
146	Mozambique	\$.46
147	Myanmar	\$.69
148	Namibia	\$.41
149	Nauru	\$2.18
150	Nepal	\$.53
151	Netherlands	\$.10
152	Netherlands Antilles (Bonaire, Curacao, Saba, St. Eustatius and St. Maarten)	\$.16
153	New Caledonia	\$.47
154	New Zealand (Including Chatham Island)	\$.25
155	Nicaragua	\$.27
156	Niger, Republic of	\$.39
157	Nigeria, Federal Republic of	\$.35
158	Niue	\$2.33
160	Norway (Including Svalbard)	\$.10
161	Oman	\$.35
162	Pakistan	\$.41
163	Palau, Republic of	\$.38
164	Panama, Republic of	\$.30
165	Papua New Guinea (Admiralty Islands, Bougainville, New Britain and New Ireland)	\$.41
166	Paraguay	\$.32
167	Peru	\$.30
168	Philippines	\$.11
170	Poland, Republic of	\$.18
171	Portugal (Including Azores and Madeira Islands)	\$.10
172	Qatar	\$.42
173	Reunion Island	\$.42
174	Romania	\$.26
175	Russia	\$.23

### INTERNATIONAL RATES

ITEM NO.	INTERNATIONAL COUNTRY OR AREA	RATE PER MINUTE
176	Rwanda	\$.63
177	San Marino	\$.18
178	Sao Tome	\$1.13
179	Saudi Arabia	\$.38
180	Senegal, Republic of	\$.42
181	Seychelles Islands	\$.63
182	Sierra Leone	\$.45
183	Singapore, Republic of	\$.17
183	Slovakia	\$.18
184	Slovenia, Republic of	\$.18
185	Solomon Islands	\$2.28
186	Somali Republic	\$.70
187	South Africa, Republic of	\$.15
188	Spain (Including Balearic Islands, Canary Islands, Ceuta, and Melilla)	\$.10
189	Sri Lanka, Democratic Socialist Republic of	\$.43
190	St. Helena	\$.77
191	St. Kitts/Nevis	\$.24
192	St. Lucia	\$.24
193	St. Pierre & Miquelon	\$.28
194	St. Vincent & The Grenadines	\$.28
195	Sudan	\$.63
196	Suriname, Republic of	\$.46
197	Swaziland	\$.24
198	Sweden	\$.10
199	Switzerland	\$.10
200	Syrian Arab Republic	\$.41
201	Taiwan	\$.09
202	Tajikistan	\$.29
203	Tanzania	\$.39
204	Thailand	\$.24
205	Togo, Republic of	\$.47
206	Tonga Islands	\$.43
207	Trinidad & Tobago, Republic of	\$.26
208	Tunisia	\$.24
209	Turkey	\$.25
210	Turkmenistan	\$.38
211	Turks & Caicos Islands	\$.26
212	Tuvalu	\$.66

### INTERNATIONAL RATES

ITEM NO.	INTERNATIONAL COUNTRY OR AREA	RATE PER MINUTE
213	Uganda	\$.30
214	Ukraine	\$.26
215	United Arab Emirates (Abu Dhabi, Ajman, Dubai, Fujairah, Ras al Khaimah, Sharjah, and Umm al Qaiwain)	\$.22
216	United Kingdom (Including the Channel Islands, England, Isle of Man, Northern Ireland, Scotland and Wales)	\$.05
217	Uruguay	\$.29
218	Uzbekistan	\$.32
219	Vanuatu, Republic of	\$2.33
220	Vatican City	\$.10
221	Venezuela	\$.21
222	Vietnam, Socialist Republic of	\$.51
223	Wallis & Futuna Islands	\$2.33
226	Yemen, Republic of (Including Aden & Almahrah)	\$.35
227	Yugoslavia, Federal Republic of	\$.22
228	Zambia	\$.39
229	Zimbabwe	\$.33
	Mexico Rate Step Based on Attached Cities	
	1	\$.10
	2	\$.10
	3	\$.10
	4	\$.23
	5	\$.23
	6	\$.23
	7	\$.23
	8	\$.23
	HI/CNMI TO MEXICO	\$.23
	PR/VI TO MEXICO	\$.23

## SCHEDULE B

### MISCELLANEOUS SERVICES\*

<u>DESCRIPTION</u>	<u>RATE PER MINUTE</u>
Toll Free Calling:	
Toll-Free-Interisland	\$.04
Toll-Free-Interstate	\$.04
Calling Card (per minute per call)	
Calling Card-Interisland	\$.03
Calling Card-Interstate	\$.03
Calling Card-International	Rate based on Country's International Rate Schedule per minute listed in Schedule A
ISDN (per minute	
ISDN Six LEC BRI's to total 384K Interisland**	\$.60**
ISDN Six LEC BRI's to total 384K Interstate**	\$.60**

\* Charges for Operator Assistance Service, Unattended Audio Conference Service and Directory Assistance Services will be based on Contractor's current rate

\*\*Rate for ISDN LEC BRI's with more or less than six (6) channels shall be \$.10 per minute per channel

**SCHEDULE C**  
**OTHER CHARGES**

<u>DESCRIPTION</u>	<u>RATE</u>
Universal Service Charge:	8.300% rate applied to all applicable Interstate and International total charges from Schedule A and Schedule B.
Federal Regulatory Recovery Fee:	.220% rate applied to all applicable Interstate and International total charges from Schedule A and Schedule B.
Carrier Property Tax Allocation Surcharge:	1.040% rate applied to all applicable Interstate and International charges from Schedule A and Schedule B.
Federal Excise Tax:	1.030% rate applied to all applicable Interisland and Interstate charges from Schedule A and Schedule B.
Regulatory Fee:	.025% rate applied to all applicable Interisland charges from Schedule A and Schedule B.
State Gross Receipts Tax:	1.910% rate applied to all applicable Interstate charges from Schedule A (direct dialing) and Schedule B
Interstate Telecommunication Surcharge*:	5.885% rate applied to all applicable Interisland charges from Schedule A and Schedule B

\* Listed on invoice as Public Company Tax Surcharge (4%) and County Public Service Company Surcharge (1.885%)

## **SCHEDULE D**

### **State of Hawaii International ISDN Rates for Video Conferencing**

<b><u>Item</u></b>	<b><u>Country</u></b>	<b><u>Rates Per Minute</u></b>
1	Argentina	\$0.5800
2	Australia	\$0.7400
3	Austria	\$0.6100
4	Bahrain	\$0.7300
5	Belgium	\$0.6300
6	Brazil	\$0.5800
7	Canada	\$0.1500
8	Cayman island	\$0.4900
9	Chile	\$0.6000
10	China	\$0.8900
11	Colombia	\$0.7700
12	Costa Rica	\$0.7200
13	Czech Republic	\$0.5000
14	Denmark	\$0.6000
15	Ecuador	\$0.5000
16	Finland	\$0.5300
17	France	\$0.5700
18	Germany	\$0.5700
19	Hong Kong	\$0.6000
20	Iceland	\$0.5900
21	India	\$1.0000
22	Indonesia	\$0.5700
23	Ireland	\$0.5700
24	Israel	\$0.6800
25	Italy	\$0.6100
26	Japan	\$0.6300
27	S. Korea	\$0.7100
28	Liechtenstein	\$0.5700
29	Luxembourg	\$0.8600
30	Macao	\$0.6600
31	Malaysia	\$0.9700
32	Netherlands	\$0.5100
33	New Zealand	\$0.7400
34	Norway	\$0.5300
35	Philippines	\$0.8100
36	Peru	\$0.6000
37	Poland	\$0.5700
38	Portugal	\$0.7700
39	Romania	\$1.0100

## **SCHEDULE D**

### **State of Hawaii International ISDN Rates for Video Conferencing**

<b><u>Item</u></b>	<b><u>Country</u></b>	<b><u>Rates Per Minute</u></b>
<b>40</b>	Russia	<b>\$0.5700</b>
<b>41</b>	Russian Fed	<b>\$0.5700</b>
<b>42</b>	Singapore	<b>\$0.7400</b>
<b>43</b>	South Africa	<b>\$0.5300</b>
<b>44</b>	Spain	<b>\$0.5600</b>
<b>45</b>	Sweden	<b>\$0.5100</b>
<b>46</b>	Switzerland	<b>\$0.5700</b>
<b>47</b>	Taiwan	<b>\$0.7100</b>
<b>48</b>	Thailand	<b>\$0.6800</b>
<b>49</b>	Turkey	<b>\$0.7300</b>
<b>50</b>	United Kingdom	<b>\$0.0400</b>
<b>51</b>	Vatican City	<b>\$0.6100</b>